

DEPARTMENT OF HUMAN RESOURCES
CLD October Virtual Course Series**Tuesday, October 5****Quality Customer Care WebEx (Course Number: 302W)**

High-quality customer service is critical for every organization. This course provides the framework for outstanding customer service techniques and best practices. Employees will learn different methodologies and acquire tools and tips to ensure that customers are impressed with the efficiency and timeliness of the service they receive and the level of professionalism with which District government employees provides service. Employees will learn about attitudes and perceptions and will take a realistic look at the day-to-day workplace.

Thursday, October 7**MBTI Myers-Briggs WebEx (Course Number: 403W)**

This course will provide a fundamental understanding of the various preferences displayed through the Myers-Briggs Type Personality Instrument. Come and learn more about the various personality types and various tools that introduce the assessment.

Train the Trainer & ISD (Course Number: 404W)

This Course will provide an overview of the most critical skills for instructional designers, trainers, and/or facilitators. From identifying various learning approaches to designing a curriculum, participants will learn strategies around building effective presentations, presentation skills, and audience engagement within the virtual/in-person classroom.

Virtual Communications Tips (Course Number: 914W)

This course will feature ten best practice strategies for building strong and successful virtual communication and engagement within any organization. Current collaboration and technology tools will also be discussed allowing attendees to have an opportunity to share those current forms of communication that have helped increase engagement and maintain teamwork.

Strategies to Motivate Teams (Course Number: 915W)

Designed for MSS and Lead Employees, this session focuses on best practice strategies for building inspiration and increasing motivation/engagement among teams. A host of creative and functional team building exercises will be shared as part of the course.

SHO Brown Bag (Course Number: BESH0)

This session will provide critical information to the Sexual Harassment Officer community around current updates, SHO guidance, and SHO support areas.

Thursday, October 8

Coaching Session: MSS & Lead EMP (Course Number: 525W)

Designed for MSS and Lead Employees, this session focuses on best practice strategies for building inspiration and increasing motivation/engagement among teams. A host of creative and functional team building exercises will be shared as part of the course.

Thursday, October 14

Giving and Receiving Feedback (Course Number: 520W)

Open to all employees, this session is designed to discuss the importance of feedback and the value of communication exchanges between managers and employees.

LGBTQ Cultural Competency (Course Number: 517W)

LGBTQ+ Cultural Competency teaches language, vocabulary, facts, features, relevant laws, and best practices for working with the LGBTQ+ community. After completing the course, attendees will be confident to work with and for LGBTQ+ residents and colleagues and have the tools to make a more equitable and welcoming workplace.

Monday October 18

Reasonable Suspicion MSS (Course Number: 909W)

The purpose of this training is to teach managers and supervisors to identify circumstances and indicators that may create reasonable suspicion that an employee is using or under the influence of alcohol or drugs, supporting the referral of an employee for testing. The District requires that managers and supervisors participate in reasonable suspicion training within 60 days of appointment to a supervisory position and at least once every two years.

Tuesday, October 19

Managing Up (Course Number: 412W)

Open to all employees, this session is focused on understanding the expectations of managers and necessary support systems needed to provide operational and functional support to our direct reports. In an effort to inspire individuals and teams while working in both virtual/non-virtual environments, this course will provide insightful tips for using a proactive approach to understanding your manager's priorities and critical needs.

Wednesday, October 20

Designing Change Management (Course Number: 911W)

Open to all employees, this session will feature the various stages within the change management process and how to best perform and communicate effectively throughout the entire process.

Thursday, October 21

Quality Customer Care WebEx (Course Number: 302W)

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Friday, October 22

Coaching Session: MSS & Lead EMP (Course Number: 525W)

Designed for MSS and Lead Employees, this session focuses on best practice strategies for building inspiration and increasing motivation/engagement among teams. A host of creative and functional team building exercises will be shared as part of the course.

MSS Week

Monday, October 25

Inspiring the Inner You! The Four Agreements (Course Number: 417W)

In this course, participants will gain a deeper understanding of Don Miguel Ruiz's "The Four Agreements" and how to apply the specific principles to both professional and personal development. Participants will engage in an interactive dialogue around the ways in which greater integration of the principles can enhance one's performance and mindset.

Tuesday, October 26

Virtual Communications Tips (Course Number: 914W)

This course will feature ten best practice strategies for building strong and successful virtual communication and engagement within any organization. Current collaboration and technology tools will also be discussed allowing attendees to have an opportunity to share those current forms of communication that have helped increase engagement and maintain teamwork.

Giving and Receiving Feedback MSS (Course Number: 523W)

Open to MSS. This session is designed to discuss the importance of feedback and the value of communication exchanges between managers and their employees.

Wednesday, October 27

Leadership the 6th Sense: MSS (Course Number: 815W)

This course has been designed to embrace leadership thinking from an intuitive and compassionate perspective. Offering the invitation for one to bring authenticity, empathy, and strategic thinking to the leadership table, participants will engage in a meaningful dialogue around what it takes to truly demonstrate impactful leadership.

Principles of Management MSS (Course Number: 919W)

This course is designed to give employees the essential management and leadership skills to inspire and influence their people to achieve team goals. Today's managers need to both manage and lead effectively. In this course, employees will learn the difference between managing and leading, the common characteristics good team leaders share, the five essential leadership qualities and how applying ethics to team leadership is a must.

Thursday, October 28

LGBTQ Cultural Competency (Course Number: 517W)

LGBTQ+ Cultural Competency teaches language, vocabulary, facts, features, relevant laws, and best practices for working with the LGBTQ+ community. After completing the course, attendees will be confident to work with and for LGBTQ+ residents and colleagues and have the tools to make a more equitable and welcoming workplace.

Taking Care of You: Self Care Practices (Course Number: 527)

In this course, participants will define Self Care and identify the roles/responsibilities they hold that impede their Self Care practice. Participants will learn about different types of Self Care and analyze the connection between Self Care and stress. Participants will examine ways to integrate Self Care into their professional and personal lives. Throughout the course, participants will take part in a variety of Self Care techniques.

Performance Management MSS (Course Number: 913W)

Designed for MSS employees and Leads, this course will provide an overview of performance management best practices for supporting virtual teams. The session will feature key content on the performance management planning process, mid-year and annual reviews, and strategic goal planning for developmental purposes.

Progressive Discipline MSS (Course Number: 916W)

Open to MSS Employees, this course will focus on operationalizing progressive discipline practices for virtual teams/remote employees.

This course provides managers and supervisors with tools for solving performance and conduct issues through progressive discipline. The participants will learn the benefits of discipline. The participants will learn the benefits of disciplinary and no disciplinary actions; the differences between corrective action and adverse action; and the procedural steps outlined in chapter 16 of the District Personnel Manual (DPM) for administering corrective and disciplinary actions, from verbal counseling to summary removals. will feature core content found within the Progressive Discipline course while also incorporating the strategies for ensuring compliance within this area.

Friday, October 29

Grants Management: 101 (Course Number: 600W)

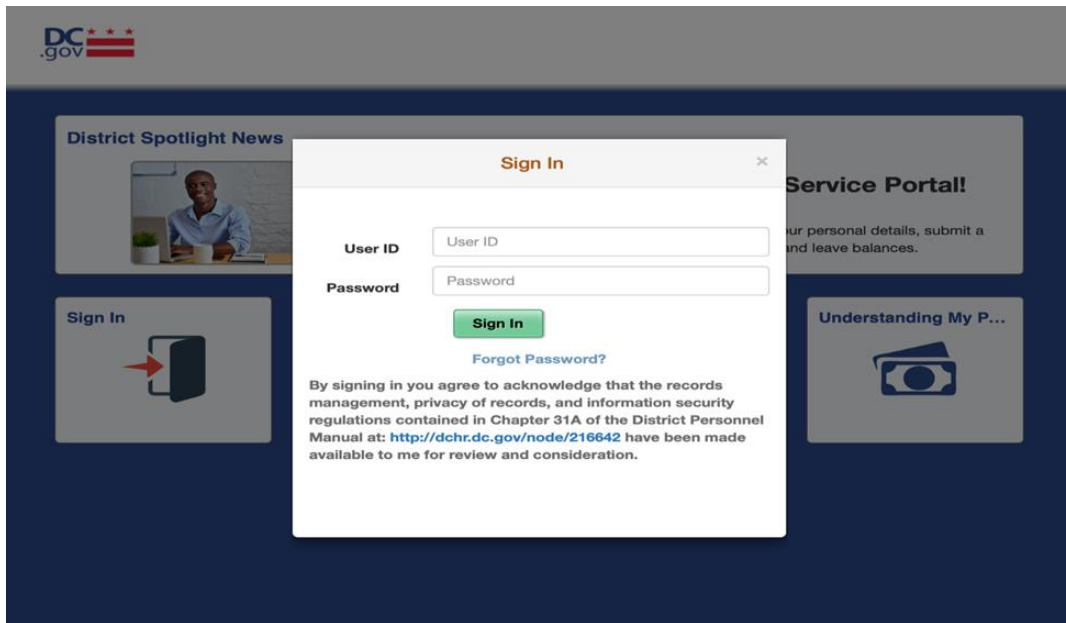
This is a City University training course.

Grants Management 101 provides an overview of the grant's management lifecycle and the scope of the grant-receiving and grantmaking processes for District government agencies. The course is designed for professionals who are new to grants management or seasoned professionals who require a refresher course on grants management in the District. This includes professionals with backgrounds in accounting, technology systems, program management, and all relevant areas of public service.

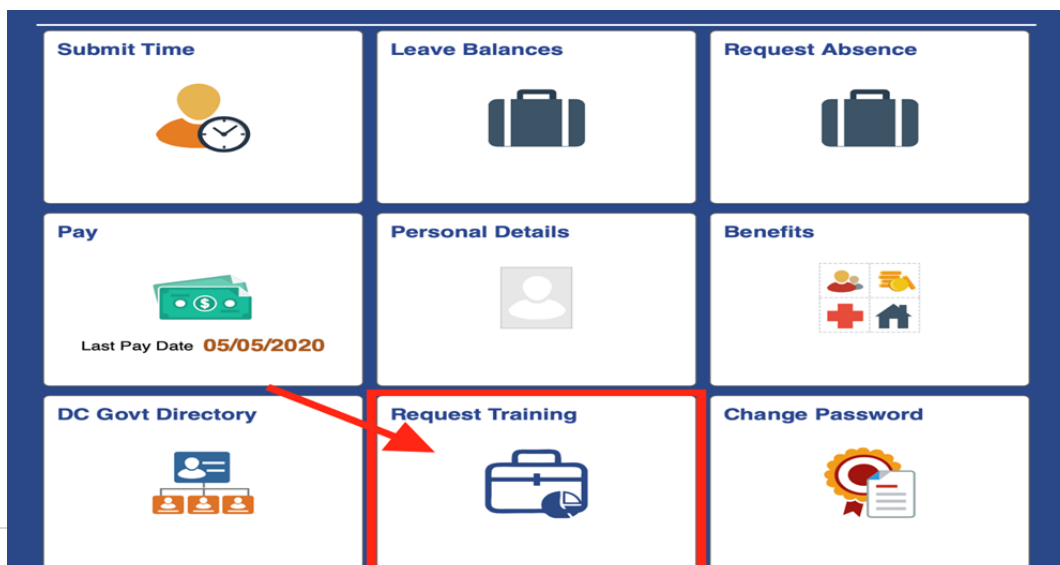
Peoplesoft's Training Registration Guide

QUESTION: HOW DO I ACCESS TRAINING COURSES?

Step 1: Log into Peoplesoft's ESS portal utilizing your dc.gov credentials. ***If you've forgotten your password, please select "Forgot Password" to receive an autogenerated password.**



Step 2: Select "**Request Training**" from the landing page. Training can be found by navigation to Navigator→ Self Service→ Learning and Development→ Request→ Training Enrollment



Step3: There are several course **Search** options to choose from.

- **Course Name**
- **Course Number**
- **Location and Date**

[My Available Courses](#)

[My Mandatory Courses](#)

[Questionnaires, Materials and Surveys](#)

Please choose one of the search methods below to find a course session.

[Search by Course Name](#)
[Search by Course Number](#)
[Search by Location](#)
[Search by Date](#)
[CLD Course Catalog](#)

[Advanced Course Search](#)
[Access Skillport Online Courses](#)

[Career Management Tracks](#)
[Core Competency Development](#)

Go To [Self Service](#)
[Learning and Development](#)
[Training Summary](#)

Step 4: If searching by **Course Name**, type in the title of the training in the search bar. Click “**Search.**” If searching by course number, select **Search by Course Number** and type in the course number. Click “**Search.**”

[Request Training Enrollment](#)

Course Search

Enter a full or partial course name and select the Search button to get a list of matching courses. Leave the course name blank to get a list of all courses.

| | | |
|-------------|----------------------|---------------------------------------|
| Course Name | <input type="text"/> | <input type="button" value="Search"/> |
|-------------|----------------------|---------------------------------------|

Course Details

| Description | Course Detail | Course Number | Session Availability |
|--------------------------------|---------------|---------------|-----------------------------|
| KV Office 365 | | 0001 | No Sessions Available |
| Telecommuting [Online Course] | | 002W | View Online |
| Ethics for DC Employees-Online | | 003W | View Online |
| LGBT Cultural CompetencyOnline | | 004W | View Online |
| HIV Awareness | | 005W | No Sessions Available |
| Paid Family Leave | | 006W | View Online |
| Comp & Class Online Training | | 007W | View Online |
| ACA Reporting in PeopleSoft | | 010W | View Online |